Operations Bridge Analytics Foundation Service

Actionable insight for your IT operations.

The Age of Big Data in IT Operations

The amount of data—such as logs, events, metrics, and machine data— collected across the IT environment is exploding. Hundreds of devices and applications emit volumes of data that contain information pertinent to the state of the system components: critical information sources for problem resolution. Adding this volume to the events that IT receives daily from deterministic performance monitoring tools quickly generates a Big Data problem for IT Operations.

If you don't collect everything, you may not have the information required to solve a problem at any point in time. Do you have the manpower and tools to effectively analyze the overwhelming quantities of data? And how long should you store the information? If you archive it offline, will you be able to access the data easily when needed, to spot patterns or learn from previous experience? And have you put in place the processes to ensure that important data is not lost?

Operations Bridge Analytics: The New Style of IT Management

Given this seminal shift, your IT organization must now adopt a new style of IT management. It needs to be constantly prepared to address unknown problems and to ensure that it has all datasets on hand. Micro Focus® Operations Bridge Analytics enables you to continuously collect as much data as possible and exploit big data management and analytics.

Micro Focus Operations Bridge Analytics Foundation Service from Micro Focus Professional Services puts you on the right track to help your Operations team predict issues and pinpoint problems, saving your operators time and providing early warning before the onset of any service degradation and user impact.

Overview

Operations Bridge Analytics Foundation Service aims to accelerate your value realization from your Operations Bridge Analytics implementation by laying a solid foundation for you to continue to gain benefits in the long term. Through careful planning and design and an emphasis on knowledge transfer, we set you up for success.

Planning

Like most data analytics projects, the age-old adage of "garbage in, garbage out", still holds true, which is why careful planning is the cornerstone of success.

Key Benefits

- Prevent costly service downtime by identifying the cause of service degradation and enabling IT operators without detailed knowledge of the subject to pinpoint issues with guided troubleshooting capability that analyzes large volumes of information

- Maintain high business service levels by quickly resolving critical product issues with a visual analytics feature that reflects data patterns for rapid, accurate, and actionable insights

- Increase returns on IT investments by collecting and analyzing operational data from a variety of Micro Focus products, including Micro Focus ArcSight Logger and the Micro Focus Operations Management portfolio, as well as third-party sources

In this stage, we begin by identifying the primary target service or application. We then analyze existing data sources and identify any potential data gaps. This enables us to determine what data that is available for the target application and how to collect and analyze it to best support the intended use case (e.g. faster root cause analysis of performance degradation).

After we have defined the immediate set of requirements, we work with you on estimating your long-term plans and needs so that we can design an operations management solution that works now through well into the future.

Design and Installation

After we know the target application, the relevant data, and how we will collect and analyze it, we can begin designing the overall solution. We design the solution to meet your immediate use case that you defined as well as ensure that the solution can grow with you both in scale and functionality. In this stage, we install the necessary software components that will collect, analyze, and present the data.

Configuration

This stage is where we configure Operations Bridge Analytics to implement the chosen use case. We set up the data collectors and configure the reports and dashboards that give you the actionable insight you need. This will allow you to prepare, predict, and pinpoint issues exploiting all of your IT information, specifically logs, events, metrics, and machine data, in a centralized location. Combining data from across your environment with powerful context-aware analysis of IT health and issues, the solution provides comprehensive, actionable insight into all aspects of your IT operations to enable optimal performance.

Benefits

- Prevent costly service downtime by identifying the cause of service degradation and enabling IT operators without detailed knowledge of the subject to pinpoint issues with guided troubleshooting capability that analyzes large volumes of information

- Maintain high business service levels by quickly resolving critical product issues with a visual analytics feature that reflects data patterns for rapid, accurate, and actionable insights

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The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus software solution implementation expertise

- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments

- Rich intellectual property and unparalleled reach into product engineering

- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace

- Education and support services to ensure adoption

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